



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
441 G STREET NW
WASHINGTON, D.C. 20314-1000

APR - 4 2005


CECW-CO

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS

SUBJECT: Recreation Facility and Customer Service Standards, Engineering Manual (EM)
1110-1-400

1. The subject Engineering Manual (EM) provides guidance for the rehabilitation of existing and the design and construction of new recreation areas and facilities, the provision of customer services, and recreation program evaluation activities at recreation areas managed by the U.S. Army Corps of Engineers. The current EM, dated 1 November 2004, is a complete revision to previous guidance, dated 31 July 1987.
2. The guidance was developed over several years by a team of Corps members representing Operations, Engineering, and Planning elements at all levels of the organization. Input from Operations Project Managers was extensive and especially valuable in the development of this product. The draft guidelines underwent review and comment at multiple stages of the development process by Corps members at all levels, as well as by stakeholders, such as the Paralyzed Veterans of America. The standards have been well received by the greater recreation community, to include other public recreation providing entities and academia.
3. The facility standards will be applied to all new construction and/or renovation of Corps recreation sites and facilities. The customer service guidance, Chapter 6, will be applied at all operating locations on an ongoing basis. Facility and service evaluation, Chapter 7, will be incorporated into existing processes, such as the review and update of the Operational Management Plan.
4. EM 1110-1-400 can be accessed through the Corps Publications website at <http://www.usace.army.mil/publications/eng-manuals/em1110-1-400/toc.htm> or through the Natural Resources Management (NRM) Gateway at <http://corpslakes.usace.army.mil/employees/facilities/policy.html>.
5. A National Operations Center (NOC) will be designated for this program. The NOC will provide technical assistance and support for the application of these guidelines. Information about the NOC will be provided in the near future.
6. POC in CECW-CO for this program is Ms. Judy Rice, (202) 761- 5541.

FOR THE COMMANDER:


DON F. RILEY
Major General, USA
Director of Civil Works

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